

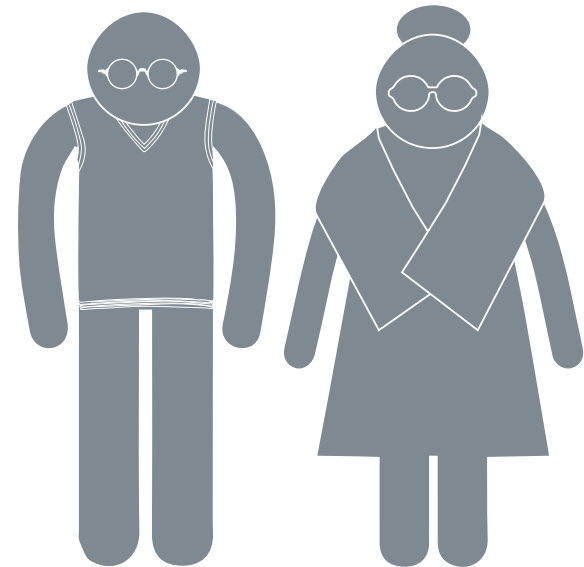


NYPD
New York City Police Department

www.nyc.gov/nypd

Crime Prevention Book

A collection of tips for keeping SENIORS safe



NYPD Crime Prevention Division



Basic Safety Tips

What can I do?



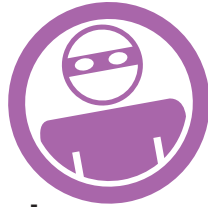
When Walking

If someone attempts to snatch your pocket book, let go of it. It can be replaced.



Transportation

When you are driven home, ask the driver to wait until you are safely inside your residence.



Shopping

If someone bumps into you while at a market or walking in a crowd, be aware that a pickpocket might be responsible.

Frequent used Services for Seniors

NYC Department for the Aging

311 OR (212) 504 - 4115
2 Lafayette Street
New York, NY 10007

Social Adult Day Care Programs

311
sadc-ombuds@aging.nyc.gov

Social Employment Services

(212) 602 - 6966

Home Repairs – NY Foundation for Senior Citizens

(212) 962 - 7655

Supplement Nutrition Assistance Program (SNAP)

(718) 577 - 1399

APS Adult Protective Services

(718) 556 - 5846

Access - A - Ride

(877) 337 - 2017

Meals on Wheels

(212) 687 - 1234
info@citymeals.org

Senior Assistance Services

Bronx

Neighborhood Self Help by Older Persons, Inc.
Neighborhood SHOPP VIP Program
953 Southern Boulevard, Suite 203
Bronx, NY 10459
(718) 542 - 0006

Brooklyn

The NYC Department for the Aging
Elderly Crime Victims Resource Center
2 Lafayette Street, Room 402
New York, NY 10007
(212) 442 - 3103

Manhattan

Carter Burden Center for the Aging, Inc.
1484 1 Avenue
New York, NY 10075
(212) 879 - 7400 ext. 116
(212) 875 - 7400 ext. 121 (for Spanish speaking callers only)

Queens

Jewish Association for Services for the Aged (JASA)
97 - 77 Queens Boulevard, Suite 600
Rego Park, NY 11374
(212) 273 - 5275

Staten Island

Community Agency for Senior Citizens, Inc.
56 Bay Street
Staten Island, NY 10301
(718) 981 - 6226



Medical Information

Always carry identification and have a list of your medications with you at all times.



Traveling

While out walking, try and do so in groups in well lit areas. Try to stay on main streets with other pedestrians around you.



Report It

Immediately report a theft or any suspicious activity to the NYPD by calling 911.

Deception Burglaries

The Scam

Criminals often target seniors. These impersonators use false covers such as roofers, plumbers or electrical contractors. A common ploy being used is: "A pipe broke down the block and we have to check the water." Once inside, they distract a victim while stealing their valuables.

What can I do?



Safety

If a contractor knocks on your door and tries to solicit their services, do not invite them into your home.



Keep Doors Locked

If a contractor unexpectedly knocks on your door DO NOT let them in. Tell them that you are expecting a family member or neighbor to be stopping by very soon. Call a neighbor or 911 if you feel uncertain.



You receive a call from someone telling you that you won a lottery or prize such as a vacation to a tropical destination or a cruise. They tell you in order to claim the prize, you have to submit a payment over the phone to cover taxes and processing fees.

WHAT SHOULD YOU DO?

HANG UP!

You did not win anything! **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



You receive a call from someone telling you that they are from the Department of Immigration and that you or a family member's immigration status has been revoked and will be deported or put in jail unless you submit payment over the phone.

(Note: the caller will have your family member's name and vital information to make it sound real. It is a SCAM.)

WHAT SHOULD YOU DO?

HANG UP!

Call the loved one or another family member (No matter what time it is and even if the caller tells you not to). Call U.S. Immigration and Customs Enforcement to report the incident. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



Request I.D.

If a utility worker needs to gain access to your residence to read the meter, request his/her photo identification through the view finder (peephole).



Contact

Contact the company to verify employee's legitimacy (company numbers may be looked up via internet or on your bill). You may want to keep a list of utility company phone numbers in a convenient location.



Report It

Immediately report a theft or any suspicious activity to the NYPD by calling 911.

CON ED:	800.752.6633
NATIONAL GRID (KEYSPAN):	800.930.5003
DEP/WATER:	311
PSEG LI:	800.490.0025



Mail Theft

What can I do?



If you still use a corner mailbox to mail out bill payments please:

- Try to deposit outgoing mail in the mailbox as close to scheduled pick-up as possible.
- Do not deposit mail on holidays or weekends.
- If possible, try and give outgoing mail directly to the mail carrier and avoid using a corner mailbox.
- Use a pen with pigmented ink to write checks out. (The Uniball 207 is a common pen.) This pen prevents the altering of your checks.
- Frequently check your account balance to ensure your checks were cleared by the establishment that you wrote them out to.



Law Enforcement

SCAM
ALERT

You receive a call from a law enforcement officer telling you that a family member has been arrested and that you need to pay bail money. They also tell you that the loved one is embarrassed and does not want other family members to know what happened.

(Note: the caller will have your family member's name and vital information to make it sound real. It is a SCAM.)

WHAT SHOULD YOU DO?

HANG UP!

Call the loved one or another family member (No matter what time it is and even if the caller tells you not to). You will find that the loved one is **OKAY** and has not been arrested. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



Hostage

SCAM
ALERT

You receive a call from someone telling you that a family member is being held hostage and they want you to submit a ransom payment over the phone.

(Note: the caller will have your family member's name and vital information to make it sound real. It is a SCAM.)

WHAT SHOULD YOU DO?

HANG UP!

Call the loved one or another family member (No matter what time it is and even if the caller tells you not to). You will find that your loved one is **OKAY**. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



Bank Visit

SCAM
ALERT

This scam targets you when you visit your local bank.

A group of individuals approach you and inform you that they just found a bag of money. The scammers then ask you to go to the bank and withdraw a large amount of money as collateral for the entire funds. Once you do that, they disappear and leave you with a bag of counterfeit money, and a depleted bank account.

WHAT SHOULD YOU DO?

If you are approached by individuals like these, play along and go into the bank. Once inside the bank, inform the teller, security guard, or bank manager that you are being scammed and please call 911.



ID Theft

How to protect your Identity

If you are not applying for a mortgage, credit card or auto loan in the immediate future, you or a family member can place a temporary freeze on your credit. Do this by calling, writing or visiting the websites listed on the following page. If your financial situation changes, the freeze can be lifted at any time. Doing this prevents thieves from stealing your identity. This service is free of charge.



You receive a call from someone telling you that a family member has been injured in an accident, they need immediate surgery and the hospital will not render aid until you submit payment over the phone.

(Note: the caller will have your family member's name and vital information to make it sound real. It is a SCAM.)

WHAT SHOULD YOU DO?

HANG UP!

Call the loved one or family member they claim is injured (No matter what time of day it is and even if the caller tells you not to do so). Once you place that phone call you will find that your loved one is fine. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



You receive a call from someone claiming to be from the IRS. They tell you that you owe back taxes and if you do not pay over the phone, your property will be seized or a warrant will be issued for your arrest.

WHAT SHOULD YOU DO?

HANG UP!
Call your accountant or tax preparer and inform them of the call. Also immediately tell a family member so they can assist you in your efforts.
DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!

What can I do?

Contact	 Call	 Write	 Visit
Experian	(888) 397-3742	P.O. Box 4500 Allen, TX 75013	www.Experian.com
Equifax	(800) 685-1111	P.O. Box 740256 Atlanta, GA 30374	www.Equifax.com
TransUnion, LLC	(800) 888-4213	Consumer Dispute Center P.O. Box 2000 Chester, PA 19016	www.TransUnion.com



Phone Scams

There are numerous phone scams that target seniors. Please read and familiarize yourself with the following scams. If you follow our advice, you will turn the tables on the scammer and not become a victim!



You receive a call from someone claiming to be from Con Edison, Verizon, PSE&G, or Spectrum and they tell you that your bill is past due and that your services will be shut off immediately if you do not submit a payment over the phone.

WHAT SHOULD YOU DO?

HANG UP!

Utility companies **do not** shut off services over the phone. Get a recent bill and call the number on the back. **YOU** initiate the call to customer service. They will tell you your current bill status. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE**